



**DEPARTMENT OF PERSONNEL**

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**MEMO PERD #42/03**  
December 16, 2003

TO: Department Directors  
Agency Administrators

FROM: Jeanne Greene, Director  
Department of Personnel

SUBJECT: Records Changes

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The Department of Personnel, Central Records Section has incurred many challenging moments during the past several months, with the Records Manager being out on extended leave, staffing turnover, relocation of their offices and the large volume of fiscal year end work. Despite these difficulties we are committed to providing quality and timely services to our customers. For that reason we have made, or are in the process of making, some changes to improve the current situation.

Cynthia Baumann who is currently the IFS-HR Systems Administrator has been appointed acting Records Manager. Her management expertise and over 20 years of experience performing State of Nevada personnel work is a welcomed asset to this team.

To make certain that agencies have the most up-to-date instruction and training, we have assigned resources to review and revise the personnel portion of the IFS-HR Procedures Manual. The revision is expected to be completed and posted to the website for use in February 2004. Additionally, we are updating the Records Certification Class and are preparing to present it in February and March 2004.

We are also making some policy changes that will facilitate the accurate and timely processing of the 3500-4000 documents processed each pay period through the records section. Since the completion of the IFS-HR rollout, all agencies are now performing the ESMT (Employee Status Maintenance Transaction) data entry function. This allows time for Central Records staff to perform a thorough audit of each transaction to ensure compliance with regulations and accurate processing, as well as time to provide guidance to agency personnel requesting assistance. However, there are still a few issues that are hampering the timely processing of work. These are receipt of late and inaccurate documents. To remedy these issues the following action will be taken.

**Late Documents**

Currently, the Records deadline for each cycle is noon on the Tuesday prior to running the payroll cycle. Although this deadline was set to allow for the high volume of transaction processing, we will

extend this deadline from noon to 5 p.m. on the Tuesday prior to the payroll cycle run to allow agencies additional time to process documents. It is critical that documents are received in accordance with records deadlines and with this extension we expect the volume of late documents to be reduced.

To further minimize the receipt of late documents, the Records Section has implemented a process to log documents by agency that are received after the deadline. This is being done to identify patterns, reasons, and agencies which are consistently late in submitting documents. Using these logs, Records Staff will place phone calls to the agency personnel representatives in an attempt to resolve the issue at their level. If the problems persist, written notification will be sent to the Department Director.

#### **Inaccurate Documents**

In the past, the Records Section has made telephone calls to agency representatives to correct inaccurate documents or have made the corrections on their own due to time constraints. In order to perform the new audit functions of this unit, the Records staff has been instructed to return incorrect documents to the agency for correction. This will allow Records staff to spend the required time needed to audit all documents and, suffice as a learning tool for agency staff.

As stated in the Agency Personnel Liaisons meeting, inaccurate documents will be returned to the agencies for correction, unless this action will result in an employee not receiving their base pay. In this situation, a phone call will be placed to the agency and together the error will be corrected. Records staff will notate the date and the name of the person who assisted them in the correction on the document.

Another area of clarification I'd like to mention is where to direct your questions. If you have a question related to the IFS-HR ADVANTAGE system and how to enter information, please call the IFS-HR Help Desk at 684-8696. If you have a policy question related to your personnel transactions, please contact the Records Staff.

I would like to take this opportunity to thank all of you for your cooperation, understanding and support. We look forward to working together to create a more efficient employee records process. Should you have any questions or concerns regarding the contents of this memo, please contact Cynthia Baumann at 684-5418 or Kim Foster at 684-0102.

JG:sq

cc: Agency Personnel Liaisons  
Agency Personnel Representatives